

Arizona Supreme Court

Steering Committee on Arizona Case Processing Standards

October 19, 2016 Meeting Agenda
 1501 W. Washington St. Phoenix, AZ 85007
 State Courts Building, Conference Room 345 A/B

Call to Order

1:30 p.m.	Announcements	Hon. Robert Brutinel, Chair
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➤ Introductions

➤ Motion to Approve Minutes

*Action Item***

Hon. Robert Brutinel,
Chair

Updates

1:40 p.m.	➤ Arizona Appellate Case Processing Time Standards	Marretta Mathes
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1:45 p.m.	➤ Presiding Judges and Court Administrators June 2016 Meeting	Marcus Reinkensmeyer
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Phase 1

2:05 p.m.	➤ Administrative Order and Memorandum	Marretta Mathes
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2:10 p.m.	➤ Overview of Data Received	Marretta Mathes
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Phase 2

2:40 p.m.	➤ Overview of Data Received	Marretta Mathes
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Phase 3

2:50 p.m.	➤ General Update	Marretta Mathes
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Phase 4

2:55 p.m.	➤ General Update	Marretta Mathes
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Phase 5

3:00 p.m.	➤ Administrative Order and Memorandum	Marretta Mathes
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New Business

3:05 p.m.	LJ Appeals Time Standards	Marretta Mathes
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3:15 p.m.	LJ AJACS Time Standards Reports Update	Marretta Mathes
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3:20 p.m.	Extension of Committee Term		Hon. Robert Brutinel, Chair
Next Meeting			
3:25	Next Meeting and Other Items		Hon. Robert Brutinel, Chair
		➤ Proposed Dates	
		Wednesday, January 4, 2017 OR Tuesday, January 17, 2017 OR Monday, January 23, 2017	
Call to Public			
Adjourn			
3:30 p.m.		➤ Motion to adjourn meeting	Hon. Robert Brutinel, Chair
<p><i>**Important Voting Item</i></p>			

Steering Committee on Arizona Case Processing Standards

Wednesday, April 13, 2016

1:30 p.m. to 3:30 p.m.

State Courts Building

1501 W. Washington, Phoenix, AZ 85007

Conference Room 230

Present: Justice Robert Brutinel; Mr. Kent Batty *proxy Ron Overholt*; Judge Kimberly Corsaro; Judge Jill Davis; Judge Pamela Frasher-Gates; Judge Charles Gurtler; Mr. James Haas; Mr. Don Jacobson; Judge Eric Jeffery; Judge Andrew Klein *proxy Elaina Cano*; Judge Steven McMurry; Judge John Rea; Mr. John W. Rogers; and Mr. Bill Verdini.

Telephonic: Ms. Donna McQuality; Ms. Michelle Matiski; Judge Mark Moran; Judge Tony Riojas; and Judge Sally Simmons.

Absent/Excused: Judge Richard Fields and Ms. Jane Nicoletti-Jones.

Presenters/Guests: Ms. Kelly Roberts Freeman; Judge Keith Russell; and Mr. Steven Gonzales.

Administrative Office of the Courts: Ms. Kelly Gray; Ms. Jennifer Mesquita; Ms. Lisa Robinson; and Ms. Amy Wood.

I. Regular Business

A. Welcome, Opening Remarks and Announcements

The April 13, 2016 meeting of the Steering Committee on Arizona Case Processing Standards was called to order by Chair, Honorable Robert Brutinel, at 1:30 p.m. The Chair asked for member roll call and introductions of staff and guests.

B. Approval of the October 2015 Minutes

The draft minutes from the October 14, 2015 meeting of the Steering Committee on Arizona Case Processing Standards were presented for approval. The Chair called for any omissions or corrections to the minutes from October 14, 2015 meeting. There were none.

- A motion was made and seconded to approve the draft meeting minutes. The motion passed unanimously.

II. Phase One Update

A. Overview of Data Received

A review of the Phase One data received was presented to the committee on October 14, 2015. The 2013 and 2015 data provided for the General Jurisdiction Civil and Felony case types was labelled inaccurately. The data was recalibrated to accurately convey which counties were included. The findings were re-presented to the committee as outlined below.

i. General Jurisdiction: Felony Statistics, Fiscal Year 2015

The 2015 General Jurisdiction Felony Time Standards results reported from twelve courts were:

42% within 90 days
70% within 180 days
90% within 365 days

The Arizona standard is:

65% within 90 days
85% within 180 days
96% within 365 days

For the 90 day standard, two courts met the standard and two courts were within 10% of the standard. For the 180 day standard, three courts met the standard and two courts were within 10% of the standard. For the 365 day standard, three courts met the standard and nine courts were within 10% of the standard.

ii. General Jurisdiction: Civil Statistics, Fiscal Year 2015

The 2015 General Jurisdiction Civil Time Standards results reported from twelve courts were:

50% within 180 days
64% within 365 days
72% within 540 days

The Arizona standard is:

60% within 180 days
90% within 365 days
96% within 540 days

For the 180 day standard, eight courts met the standard and three courts were within 10% of the standard. For the 365 day standard, seven courts met the standard and four courts were within 10% of the standard. For the 540 day standard, two courts met the standard and seven courts were within 10% of the standard.

Ms. Mesquita also presented data to the committee showing the results without Maricopa County Superior Court to demonstrate the skew that can occur, upward or downward, due to Maricopa County Superior Court's statistically significant caseload volume.

The committee discussed and agreed that one possible explanation of the downward trend from 2013 to 2015 could be data clean-up that occurred, utilizing the time standards reports. When a court begins to run reports, it can discover many pending cases that need to be disposed. The disposition of these cases can create a downward trend in the court's time standards data until the court has time to recover from the impact of the clean-up. If the data is the result of this clean-up process, it could take several reporting cycles before the committee will see an upward trend in data across all counties.

Ms. Mesquita reminded the committee that annual fiscal year data for Phase 1 will be submitted by July 31, 2016, and will be analyzed and presented at the October 2016 meeting. She suggested that the ability to analyze a year of data, as opposed to a quarter of data, may provide a more complete picture of the courts compliance with the time standards and allow for a more robust discussion.

B. Juvenile Delinquency Update

Ms. Amy Wood reviewed the Juvenile Delinquency and Status Offense time standards reports for the committee.

The Juvenile Delinquency and Status Offense reports were released for use and a number of issues with the reports were identified, leading to inaccuracies in the data returned. Delving further into the framework for the reports, these errors cannot be fixed in the current reports because of the following factors:

1. Disparate usage of JOLTS and AJACS results in data inconsistencies in both case management systems
2. Barriers to tracking excluded time due to lack of information available in either system and,
3. JOLTS is person-centric whereas AJACS is case-centric.

The committee discussed what delinquency time standards reporting would be available from JOLTSaz. Ms. Wood indicated the AOC is addressing how the

JOLTSaz reports will be written and this work is pending. It would not be revisited until after the JOLTSaz rollout is completed. A committee member questioned whether JOLTSaz would allow for unique identifiers for juveniles. Ms. Mesquita responded that juvenile cases do have statewide identifiers (SWID numbers) that function as unique person identifiers.

The Juvenile Workgroup proposes the committee recommend adoption of a revised time standard as follows:

Delinquency and Status Offense Youth (both in and out of detention):

75% within 60 days
90% within 90 days
98% within 135 days

Judge Sally Simmons moved to recommend that the Juvenile Delinquency and Status Offense time standard for youth both in and out of detention be revised to:

75% within 60 days
90% within 90 days
98% within 135 days

Judge Simmons' motion also stated that any cases with the following events would be excluded entirely from calculations: (1) warrants, (2) diversion or (3) mental competency proceedings. Mr. Verdini seconded the motion.

Mr. Don Jacobson amended the motion to ensure that the issue of revisiting incorporation of the "in detention" standards back into the delinquency time standards is tracked for the future. The amendment was accepted by Judge Simmons and Mr. Verdini. The motion passed unanimously.

III. Phase Two Update

A. Administrative Order and Memorandum

Ms. Jennifer Mesquita summarized the Administrative Orders issued and statewide memorandums released since the last meeting of this body.

The Arizona Judicial Council recommended approval of the revision of Civil Traffic standards for Phase 2 on October 27, 2015. Administrative Order 2015-99 was signed by Chief Justice Bales on November 25, 2015. The order adopted revised case processing standards for the Civil Traffic case type.

Along with Administrative Order 2015-99, Memorandum #10, Phase 4 – Standards for Six Case Types, was sent to the general and limited jurisdiction

Presiding Judges, Court Administrators, and Clerks of Court. It addressed the revision to the Phase 2 Civil Traffic case type.

B. Overview of Data Received

Ms. Jennifer Mesquita provided Phase 2 data for Fiscal Year 2013 and one quarter for Fiscal Year 2016 for the Dissolution and Allocation of Parental Responsibility, Juvenile Dependency Adjudication Hearings and Civil Traffic time standards. The results of the analysis are outlined below.

i. General Jurisdiction: Family Law Dissolution and Parental Allocation of Responsibility Statistics, Fiscal Year 2016

The 2016 Family Law Dissolution and Parental Allocation of Responsibility Time Standards results reported from nine General Jurisdiction courts were:

75% within 180 days
90% within 270 days
95% within 365 days

The Arizona standard is:

75% within 180 days
90% within 270 days
98% within 365 days

For the 180 day standard, three courts met the standard and one court was within 10% of the standard. For the 270 day standard, three courts met the standard and three courts were within 10% of the standard. For the 365 day standard, three courts met the standard and four courts were within 10% of the standard.

ii. Juvenile: Neglect and Abuse (Dependency) Adjudication Hearing Statistics, Fiscal Year 2016

The 2016 Neglect and Abuse (Dependency) Adjudication Hearing Time Standards results reported from eight General Jurisdiction courts were:

76% within 100 days

The Arizona standard is:

98% within 100 days

For the 100 day standard, two courts met the standard and one court was within 10% of the standard.

iii. Limited Jurisdiction: Civil Traffic Statistics, Fiscal Year 2016

The 2016 Civil Traffic Time Standards results reported from 110 Limited Jurisdiction courts were:

77% within 60 days
91% within 90 days

The Arizona standard is:

80% within 60 days
95% within 90 days

For the 60 day standard, 25 courts met the standard and 27 courts were within 10% of the standard. For the 90 day standard, 26 met the standard and 42 courts were within 10% of the standard.

IV. Phase Three Update

Ms. Jennifer Mesquita summarized the Administrative Orders issued and statewide memorandums released since the last meeting of this body.

Phase 3 is currently awaiting submission of reports for data analysis. Reports are due July 31, 2016.

Administrative Order 2015-60 was signed by Chief Justice Bales on June 24, 2015. The order adopted final case processing standards for the following case types:

1. Probate Estate Administration
2. Probate Mental Health Cases
3. Probate Guardianship/Conservatorship
4. Justice Civil
5. Misdemeanor

Along with Administrative Order 2015-60, Memorandum #9, Phase 3 – Standards for Five Case Types, was sent to the general and limited jurisdiction Presiding Judges, Court Administrators, and Clerks of Court.

V. Phase Four Update

Ms. Jennifer Mesquita summarized the Administrative Orders issued and statewide memoranda released since the last meeting of this body.

The Arizona Judicial Council recommended approval of the standards for Phase 4 on October 27, 2015. Administrative Order 2015-99 was signed by Chief Justice Bales on November 25, 2015. The order adopted final case processing standards for the following case types:

1. Criminal Post-Conviction Relief
2. Family Law Temporary Orders
3. Eviction Actions
4. Civil Local Ordinance
5. Misdemeanor

Along with Administrative Order 2015-99, Memorandum #10, Phase 4 – Standards for Six Case Types, was sent to the general and limited jurisdiction Presiding Judges, Court Administrators, and Clerks of Court.

Reports are due October 31, 2016 for July 1, 2016 through September 30, 2016 time period. Ms. Mesquita reminded the committee this data will not be available for review at the October 2016 meeting.

VI. Phase Five Update

A. Small Claims Update

The original provisional standards for the Small Claims case type were:

75% within 90 days
90% within 120 days
98% within 180 days

After review of sample data, the Justice Court Workgroup identified the following new provisional standard:

75% within 100 days
90% within 150 days
98% within 180 days

The increase from the original provisional standards from 75% within 90 to the proposed standards' 100 days and 90% within 120 to 150 days occurred because these increases in the number of days (e.g. 90 days increased to 100 days) resulted in statistically significant increases in time standard compliance (i.e., approximately 10% higher).

Based on a sample of 26 AZTEC Justice Courts, Pima Consolidated Justice Court, and Maricopa County Justice Courts, Ms. Mesquita gathered the following time standard report data using the new proposed provisional standard:

39% of cases disposed within 100 days
57% of cases disposed within 150 days
64% of cases disposed within 180 days

For the 100 day standard, three courts met the standard and three courts were within 10% of the standard. For the 150 day standard, two courts met the standard and seven courts were within 10% of the standard. For the 180 day standard, two courts met the standard and five courts were within 10% of the standard.

It was suggested that the sample shows this standard may be challenging for the Justice Courts to meet. Members acknowledged that the Small Claims case type has not traditionally been a focus of case processing statistics, so the data presented was revealing. Rule changes may need to be considered regarding service and distinguishing small claims from civil cases. In addition, best practices for aiding self-represented litigants in small claims cases may be needed. Despite the anticipated challenges implied by the sample analysis, the committee agreed a standard is needed to begin the conversation with courts.

Judge Jill Davis moved to recommend that the Small Claims case type time standards of 75% within 100 days, 90% within 150 days, and 98% within 180 days be adopted as final. Judge Steven McMurry seconded the motion. Motion passed unanimously.

B. Development Plan

For the next committee meeting, Ms. Mesquita anticipates reports will be developed for the following case types:

1. Family Law Post-Judgment Motions
2. Protection Orders Ex Parte Hearings
3. Protection Orders Contested Hearings

Business requirements have been completed for AZTEC and general jurisdiction AJACS. However, the AOC suggests the priority needs to be on developing and launching the limited jurisdiction AJACS time standards for active phases and then developing the needed business requirements for General Jurisdiction case types after that.

A committee member offered that their Limited Jurisdiction court recently reprogrammed their calendars to reflect the expired time on cases. The court has found that this information has been very helpful for the judges to have when making decisions while interacting with attorneys and litigants on the bench.

VII. New Business

A. Training Update

Ms. Mesquita relayed that statewide training efforts were completed during mid-March 2016 and early April 2016. Ms. Mesquita visited Flagstaff, Prescott, Florence and Tucson to provide in person training, as well as offered training in Phoenix and via WebEx. Ms. Mesquita also offered a WebEx specifically for Field Trainers during these timeframes.

Ms. Wood and Ms. Mesquita will attend the upcoming annual Magistrate Conference to present on time standards.

B. Limited Jurisdiction Time Standards Report Update

Ms. Mesquita reports that limited jurisdiction AJACS Time Standards Reports are in testing and will be deployed in the near future for Phases 1 and 2. Phases 3 through 5 business requirements are in early development.

Ms. Mesquita also shared that there are limited jurisdiction AJACS conversion issues which impact time standards reports. Examples of issues include that some events not converting from AZTEC to limited jurisdiction AJACS, as well as that offense-based case types cannot have case status manually changed. Training is being developed for limited jurisdiction AJACS courts to guide them through managing these issues.

C. Committee on Civil Justice Reform

Justice Brutinel reported that a new ad hoc committee, the Committee on Civil Justice Reform, has been tasked with analyzing Superior Court Civil case processing. This committee is chaired by Mr. Don Bivens, with Justice Brutinel serving as a member. The Committee on Civil Justice Reform subject matter and purpose may have overlap with this committee's work. Justice Brutinel will keep the committee apprised of any pertinent developments from the Committee on Civil Justice Reform.

D. Next Meeting Dates and Other Items

i. Next Meeting Dates

The committee discussed possible meeting dates in October 2016 for the next committee meeting. Ms. Mesquita agreed to send an email with suggested dates as soon as possible.

Editor's Note: Ms. Mesquita provided the committee with several dates via email. The responses tallied indicate the best date and time was October 19, 2016 from 1:30 p.m. to 3:30 p.m.

ii. Other Items

Mr. Jacobsen offered comment on the criminal misdemeanor time standards. Flagstaff Municipal Court has encountered the need for case processing improvements due to the use of body cameras. Footage from body cameras are becoming more frequently a part of discovery. Almost every case has a discovery request for video. Their court has reached the conclusion that this has resulted in an overall 30 day delay in case processing. One hundred percent of officers in the Flagstaff Police Department have body cameras.

VIII. Call to Public

The Chair made a call to the public. No members of the public present requested to speak.

IX. Adjournment

Justice Brutinel adjourned the meeting at 2:54 p.m.

X. Next Committee Meeting Date:

Wednesday, October 19, 2016
State Courts Building
1501 W. Washington St., Phoenix, AZ 85007

ARIZONA SUPREME COURT STEERING COMMITTEE ON ARIZONA CASE PROCESSING STANDARDS

OCTOBER 19, 2016

1501 W. WASHINGTON ST. PHOENIX, AZ 85007

STATE COURTS BUILDING, CONFERENCE ROOM 345A/B

ANNOUNCEMENTS AND UPDATES

- Introductions
- Motion to Approve Minutes**
- Arizona Appellate Case Processing Time Standards
 - Administrative Order 2016-66
 - Effective July 1, 2016
- Presiding Judges and Court Administrators June 2016 Meeting



PHASE I TIME STANDARDS



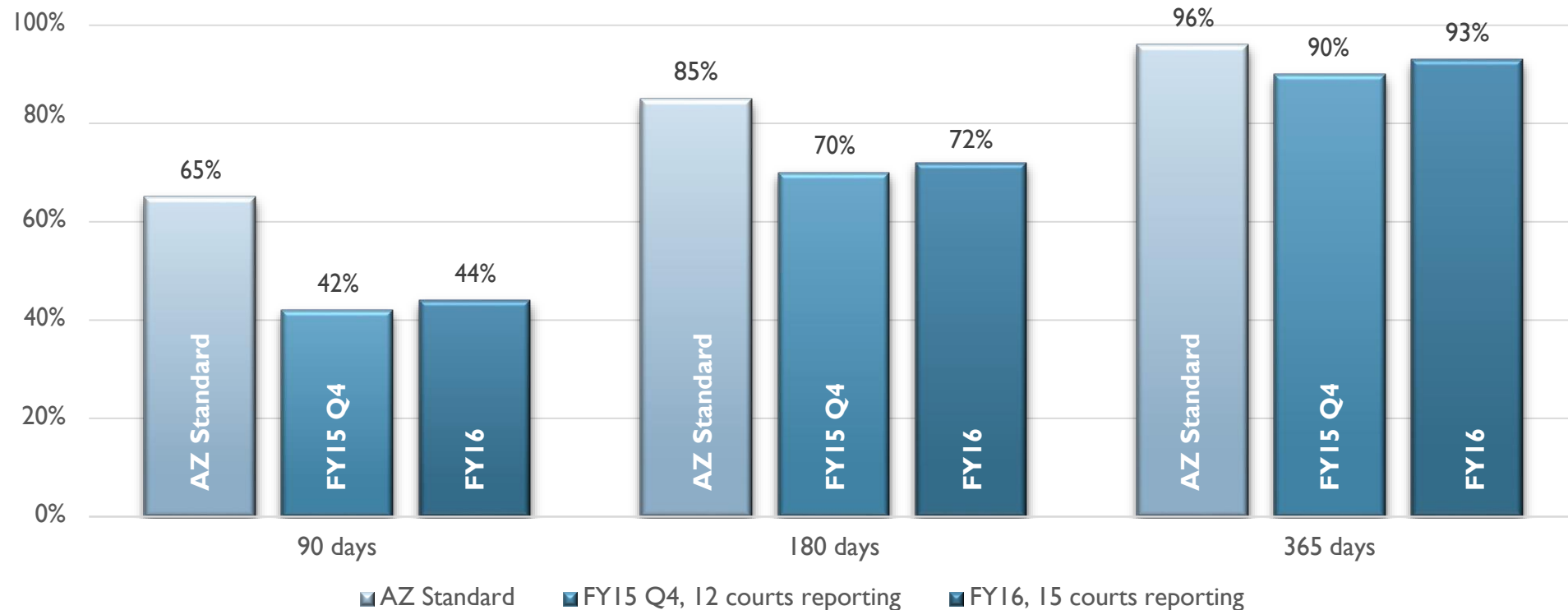
PHASE I TIME STANDARDS

- Administrative Order 2016-50
 - Adopted committee's recommendation to remove “in detention” standard for juvenile delinquency cases and exclude entirely from the calculation cases with warrant, diversion, or mental competency proceeding events
- Memorandum #16

GENERAL JURISDICTION FELONY

65% WITHIN 90 DAYS - 85% WITHIN 180 DAYS - 96% WITHIN 365 DAYS

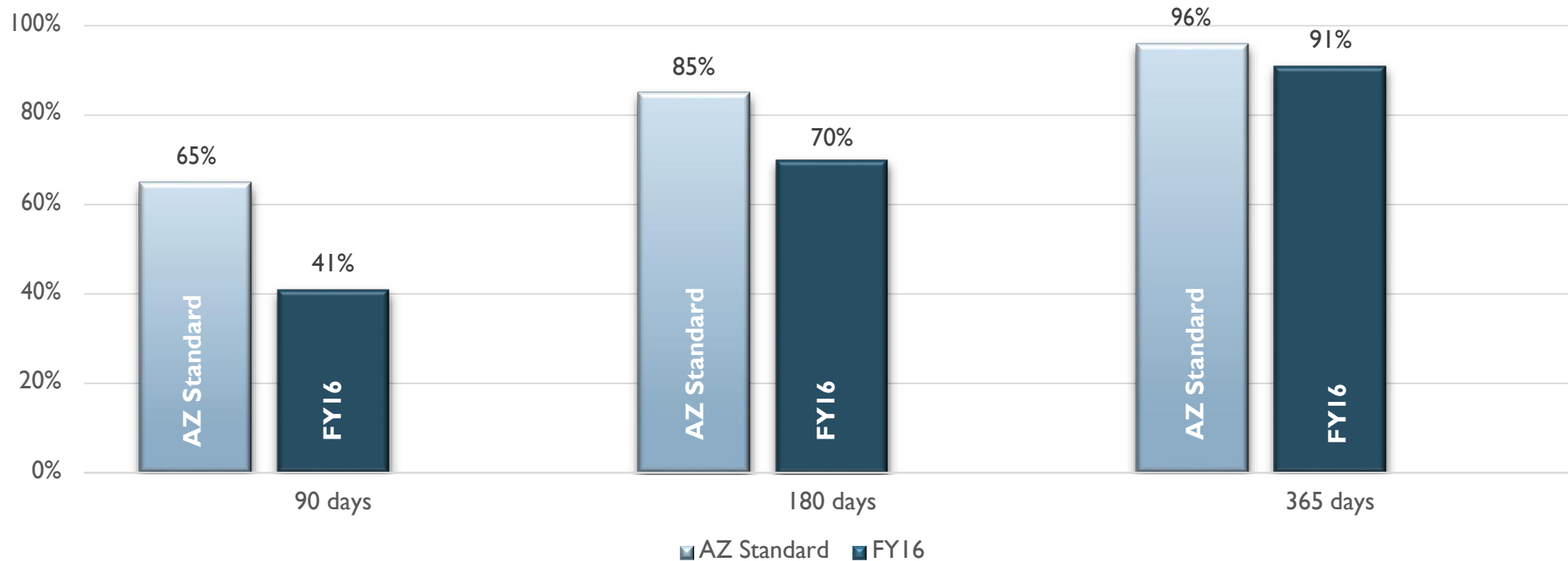
General Jurisdiction Felony Excluding Maricopa and Pima Counties



GENERAL JURISDICTION FELONY

65% WITHIN 90 DAYS - 85% WITHIN 180 DAYS - 96% WITHIN 365 DAYS

General Jurisdiction Felony – FY16 Data All Counties



GENERAL JURISDICTION FELONY

65% WITHIN 90 DAYS - 85% WITHIN 180 DAYS - 96% WITHIN 365 DAYS

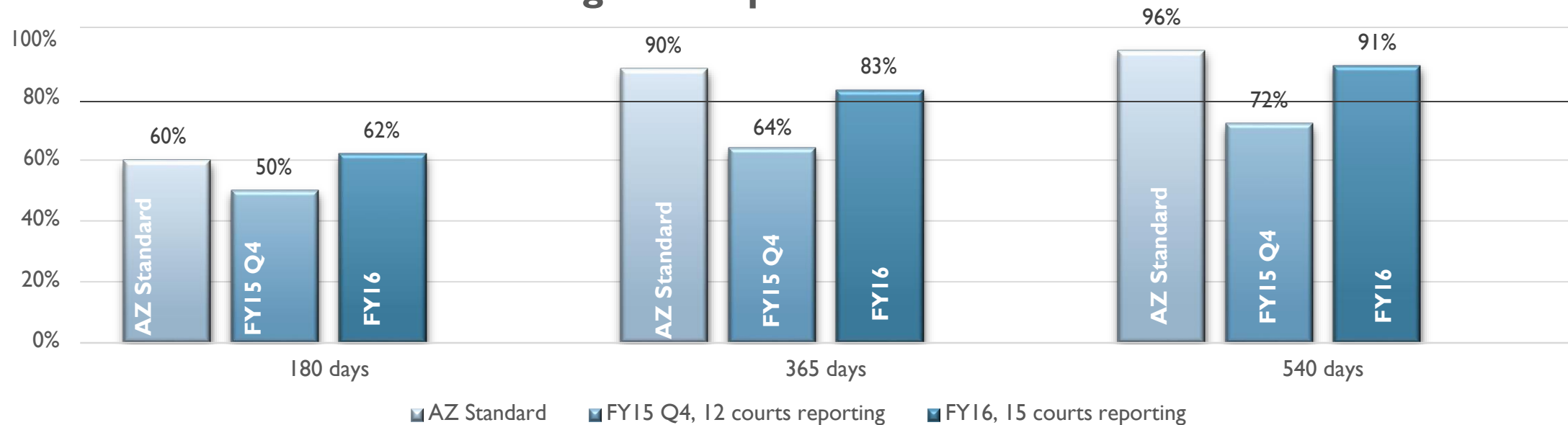
Overview by Individual Court - FY16

Court	Within 90 days	Within 180 days	Within 365 days
1	▲ 76%	▲ 96%	▲ 99%
2	▲ 66%	▲ 85%	▲ 97%
3	▲ 70%	▬ 84%	▬ 94%
4	▼ 36%	▼ 71%	▲ 96%
5	▼ 26%	▼ 74%	▲ 96%
6	▼ 37%	▬ 75%	▬ 93%
7	▼ 36%	▼ 65%	▬ 94%
8	▼ 42%	▼ 71%	▬ 92%
9	▼ 30%	▼ 65%	▬ 89%
10	▼ 41%	▼ 69%	▬ 90%
11	▼ 38%	▼ 71%	▬ 94%
12	▼ 44%	▼ 68%	▬ 92%
13	▼ 20%	▼ 58%	▬ 89%
14	▼ 47%	▼ 73%	▬ 92%
15	▼ 25%	▼ 53%	▬ 87%
Statewide FY16	▼ 41%	▼ 71%	▬ 91%
AZ Standard	65%	85%	96%
Courts within Standard	3 of 15 (20%)	2 of 15 (13%)	4 of 15 (27%)
Courts within 10% of Standard	0 of 15 (0%)	2 of 15 (13%)	11 of 15 (73%)
Courts Not Within 10% of Standard	12 of 15 (80%)	11 of 15 (73%)	0 of 15 (0%)

GENERAL JURISDICTION CIVIL

60% WITHIN 180 DAYS - 90% WITHIN 365 DAYS - 96% WITHIN 540 DAYS

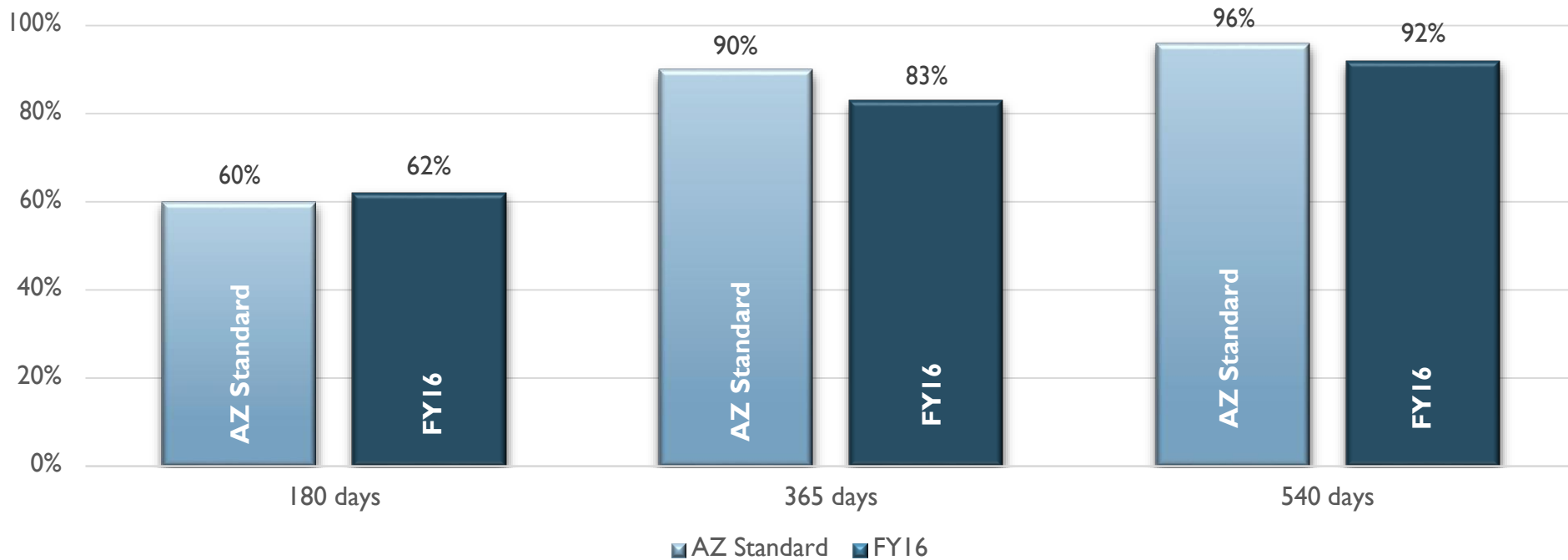
General Jurisdiction Civil Excluding Maricopa and Pima Counties



GENERAL JURISDICTION CIVIL

60% WITHIN 180 DAYS - 90% WITHIN 365 DAYS - 96% WITHIN 540 DAYS

General Jurisdiction Civil – FY16 Data All Counties



GENERAL JURISDICTION CIVIL

60% WITHIN 180 DAYS - 90% WITHIN 365 DAYS - 96% WITHIN 540 DAYS

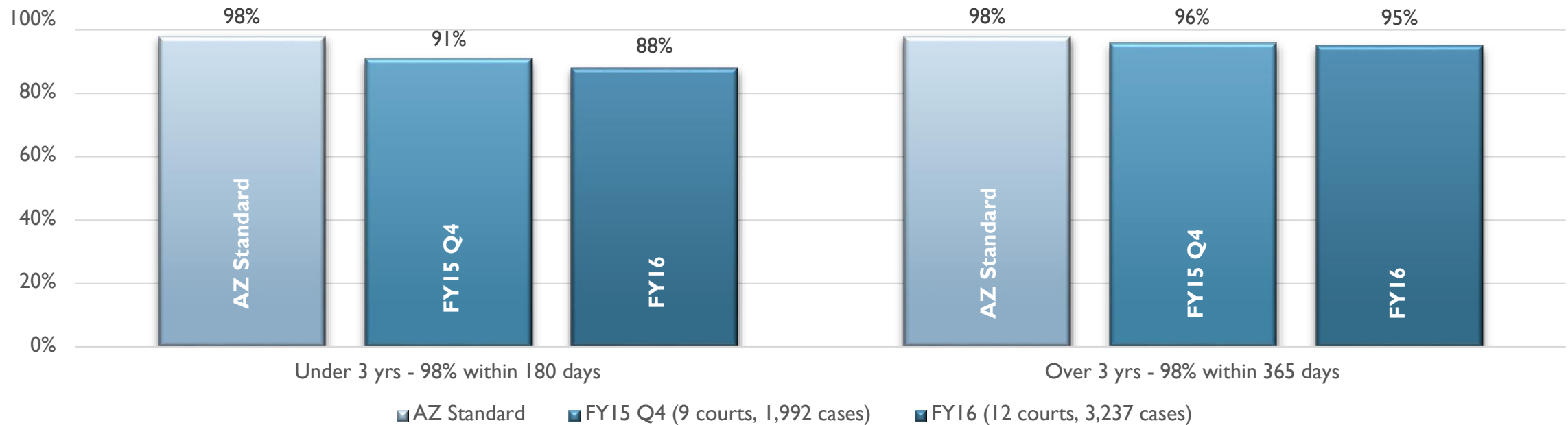
Overview by Individual Court - FY16

Court	Within 180 days	Within 365 days	Within 540 days
1	▲ 88%	▲ 91%	▲ 97%
2	▲ 67%	▬ 82%	▬ 91%
3	▲ 66%	▬ 85%	▬ 93%
4	▲ 64%	▬ 83%	▬ 93%
5	▲ 63%	▬ 88%	▬ 94%
6	▲ 74%	▬ 86%	▬ 92%
7	▲ 66%	▬ 86%	▬ 92%
8	▲ 65%	▬ 82%	▬ 89%
9	▲ 63%	▬ 83%	▬ 91%
10	▬ 57%	▬ 82%	▬ 92%
11	▬ 53%	▬ 84%	▬ 91%
12	▬ 58%	▬ 81%	▬ 90%
13	▬ 58%	▬ 82%	▬ 94%
14	▬ 56%	▼ 77%	▼ 85%
15	▼ 45%	▼ 61%	▼ 66%
Statewide FY16	▲ 62%	▬ 83%	▬ 92%
AZ Standard	60%	90%	96%
Courts within Standard	9 of 15 (60%)	1 of 15 (7%)	1 of 15 (7%)
Courts within 10% of Standard	5 of 15 (33%)	12 of 15 (80%)	12 of 15 (80%)
Courts Not Within 10% of Standard	1 of 15 (7%)	2 of 15 (13%)	2 of 15 (13%)

JUVENILE DEPENDENCY PERMANENCY HEARINGS

UNDER 3 YRS OF AGE- 98% WITHIN 180 DAYS – 3 YRS AND OLDER - 98% WITHIN 365 DAYS

Juvenile Dependency Permanency Hearings – FY16 Data



JUVENILE DEPENDENCY PERMANENCY HEARINGS

UNDER 3 YRS OF AGE- 98% WITHIN 180 DAYS –3 YRS AND OLDER - 98% WITHIN 365 DAYS

Overview by Individual Court - FY16

Court	Under 3 yrs - within 180 days
1	100%
2	95%
3	93%
4	67%
5	80%
6	78%
7	76%
8	73%
9	83%
10	57%
11	54%
12	46%

Statewide FY16, 12 courts	88%
AZ Standard	98%
Courts within Standard	1 of 12 (8%)
Courts within 10% of Standard	2 of 12 (17%)
Courts Not Within 10% of Standard	9 of 12 (75%)

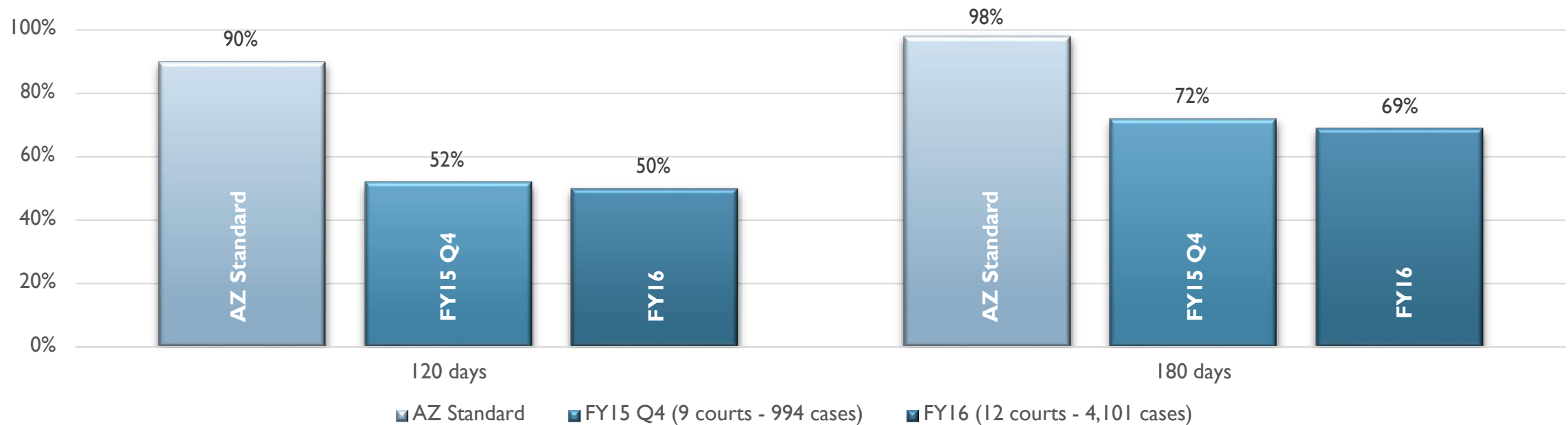
Court	3 yrs and older - within 365 days
1	0%
2	98%
3	99%
4	100%
5	92%
6	90%
7	91%
8	94%
9	94%
10	97%
11	91%
12	77%

Statewide FY16, 12 courts	95%
AZ Standard	98%
Courts within Standard	3 of 12 (25%)
Courts within 10% of Standard	7 of 12 (58%)
Courts Not Within 10% of Standard	2 of 12 (17%)

JUVENILE DEPENDENCY TERMINATION OF PARENTAL RIGHTS

90% WITHIN 120 DAYS - 98% WITHIN 180 DAYS

Juvenile Dependency Termination of Parental Rights – FY16 Data



JUVENILE DEPENDENCY TERMINATION OF PARENTAL RIGHTS

90% WITHIN 120 DAYS - 98% WITHIN 180 DAYS

Overview by Individual Court - FY16

Court	Within 120 days	Within 180 days
1	▼ 53%	▲ 100%
2	▲ 92%	▬ 92%
3	▬ 81%	▬ 91%
4	▬ 88%	▬ 90%
5	▼ 73%	▬ 93%
6	▼ 78%	▬ 88%
7	▼ 50%	▼ 50%
8	▼ 68%	▼ 80%
9	▼ 43%	▼ 62%
10	▼ 58%	▼ 82%
11	No TPR cases	No TPR cases
12	No TPR cases	No TPR cases
Statewide FY16, 12 courts	▼ 50%	▼ 69%
AZ Standard	90%	98%
Courts within Standard	1 of 10 (10%)	1 of 10 (10%)
Courts within 10% of Standard	2 of 10 (20%)	5 of 12 (42%)
Courts Not Within 10% of Standard	7 of 10 (70%)	4 of 10 (40%)



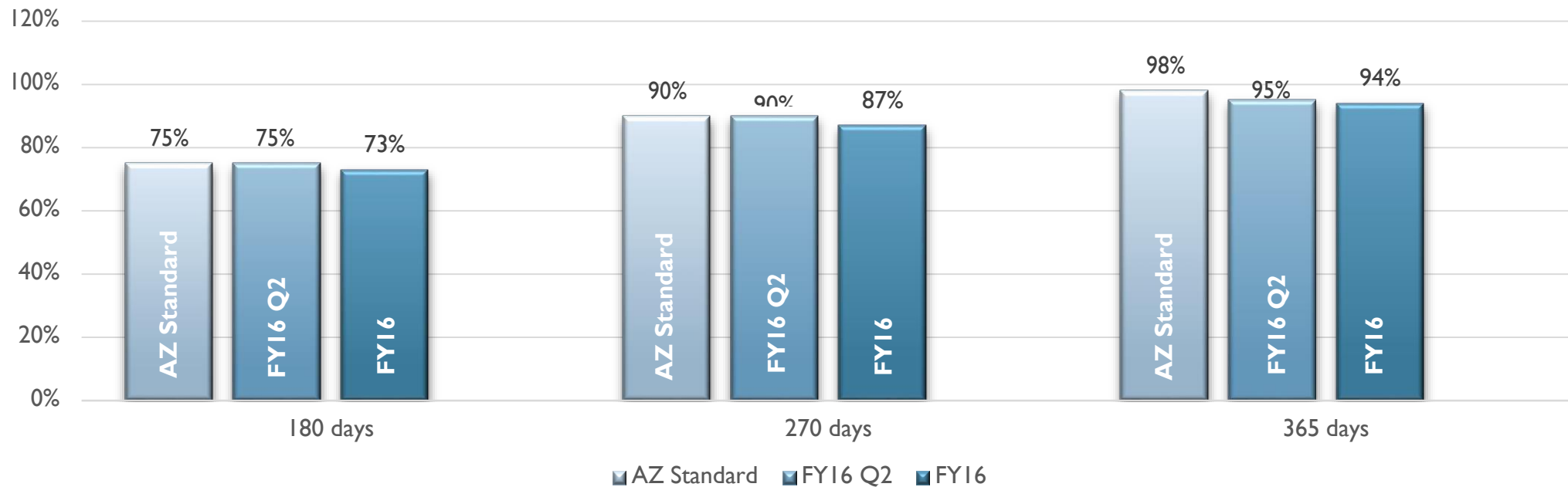
PHASE 2 TIME STANDARDS



DISSOLUTION AND ALLOCATION OF PARENTAL RESPONSIBILITY

75% WITHIN 180 DAYS - 90% WITHIN 270 DAYS - 98% WITHIN 365 DAYS

Dissolution and Allocation of Parental Responsibility – FY16 Data



DISSOLUTION AND ALLOCATION OF PARENTAL RESPONSIBILITY

75% WITHIN 180 DAYS - 90% WITHIN 270 DAYS - 98% WITHIN 365 DAYS

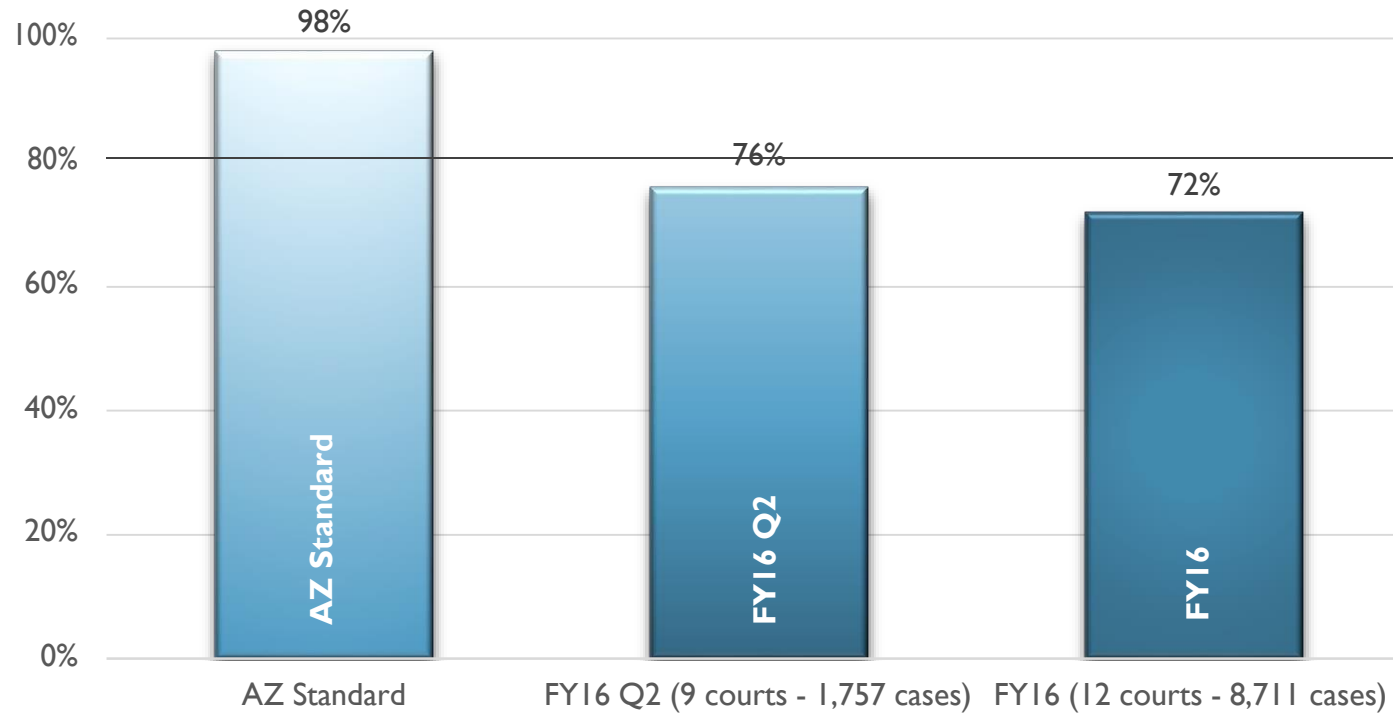
Overview by Individual Court - FY16

Court	Within 180 days	Within 270 days	Within 365 days
1	▲ 88%	▲ 94%	▲ 98%
2	▲ 76%	▲ 91%	▬ 96%
3	▲ 77%	▬ 85%	▬ 91%
4	▬ 69%	▬ 85%	▬ 91%
5	▬ 72%	▬ 85%	▬ 93%
6	▬ 73%	▬ 89%	▬ 95%
7	▼ 63%	▬ 87%	▬ 93%
8	▼ 63%	▬ 83%	▬ 94%
9	▼ 54%	▬ 81%	▼ 85%
10	▬ 65%	▼ 78%	▬ 90%
11	▬ 66%	▼ 78%	▼ 85%
12	▼ 62%	▼ 76%	▼ 82%
13	▼ 40%	▼ 53%	▼ 61%
14	▼ 64%	▼ 78%	▬ 88%
15	▼ 59%	▼ 79%	▬ 89%
Statewide FY16 ALL	▬ 73%	▬ 87%	▬ 94%
AZ Standard	75%	90%	98%
Courts within Standard	3 of 15 (20%)	2 of 15 (13%)	1 of 15 (7%)
Courts within 10% of Standard	5 of 15 (33%)	7 of 15 (47%)	10 of 15 (67%)
Courts Not Within 10% of Standard	7 of 15 (47%)	6 of 15 (40%)	4 of 15 (27%)

JUVENILE DEPENDENCY ADJUDICATION HEARINGS

98% WITHIN 100 DAYS

Juvenile Dependency Adjudication Hearings – FY16 Data



JUVENILE DEPENDENCY ADJUDICATION HEARINGS

98% WITHIN 100 DAYS

Overview by Individual Court - FY16

Court	Within 100 days
1	100%
2	100%
3	96%
4	96%
5	94%
6	88%
7	87%
8	81%
9	77%
10	71%
11	69%
12	67%
Statewide FY16, 12 courts	72%
AZ Standard	98%
Courts within Standard	2 of 12 (17%)
Courts within 10% of Standard	5 of 12 (42%)
Courts Not Within 10% of Standard	5 of 12 (42%)



PHASE 3 TIME STANDARDS



PHASE 3 TIME STANDARDS

- Justice Court Civil reports
- Quarterly (Q4 FY16) data will be discussed at next meeting
 - Probate Administration of Estates
 - Probate Guardianship/Conservatorship
 - Probate Mental Health
 - Justice Court Civil



PHASE 4 TIME STANDARDS



PHASE 4 TIME STANDARDS

- Quarterly data due October 31, 2016 for July 1 – September 30, 2016 (Q1 FY17)
- Includes:
 - Criminal Post-Conviction Relief
 - Family Law Temporary Orders
 - Eviction Actions
 - Civil Local Ordinance
 - Misdemeanor (Part of Phase 3, but has Phase 4 reporting date)



PHASE 5 TIME STANDARDS



PHASE 5 TIME STANDARDS

- Administrative Order 2016-79
 - Adopted final case processing standards for small claims cases
 - 75% within 100 days
 - 90% within 150 days
 - 98% within 180 days
- Memorandum #16



NEW BUSINESS



NEW BUSINESS

- LJ Appeals Time Standards
- LJ AJACS Time Standards Reports Update
- Extension of Committee Term

IN THE SUPREME COURT OF THE STATE OF ARIZONA

In the Matter of:)	
)	
AMENDING THE ESTABLISHMENT)	Administrative Order
OF ARIZONA APPELLATE CASE)	No. 2016 - <u>66</u>
PROCESSING STANDARDS)	(Amending Administrative Order
)	No. 2016-51)
)	

On June 29, 2016, this Court signed Administrative Order No. 2016-51 adopting the case processing standards for appellate courts as specified in Appendix “A” of said order. However, it has been brought to the Court’s attention that an error was included in that Appendix. Specifically, it stated that the Supreme Court would issue a discretionary review decision in 95% of all Criminal, Civil, and Industrial Commission cases within 280 days. The correct timeframe is within 180 days.

Therefore, pursuant to Article VI, Section 3, of the Arizona Constitution,

IT IS ORDERED adopting the amended case processing standards as set forth in Appendix “A” effective beginning July 1, 2016.

Dated this 3rd day of August, 2016.

SCOTT BALES
Chief Justice

Appendix A

Appellate Time Standards

Supreme Court

Criminal, Civil and Industrial Commission Cases

(Initial filing to discretionary review decision)

75% decided within 150 days

95% decided within ~~280 days~~ 180 days

(Case accepted to disposition)

75% disposed within 180 days

95% disposed within 240 days

Family and Juvenile Cases

(Initial filing to discretionary review decision)

75% decided within 125 days

95% decided within 150 days

(Case accepted to disposition)

75% disposed within 120 days

95% disposed within 180 days

Special Actions

(Initial filing to discretionary review decision)

75% decided within 70 days

95% decided within 120 days

(Case accepted to disposition)

75% disposed within 40 days

95% disposed within 80 days

Court of Appeals (all measures are from filing to disposition)

Criminal Cases

75% disposed within 450 days

95% disposed within 600 days

Civil Cases

75% disposed within 390 days

95% disposed within 500 days

Family Cases

75% disposed within 345 days

95% disposed within 425 days

Juvenile

75% disposed within 190 days

95% disposed within 220 days

Industrial Commission

75% disposed within 285 days

95% disposed within 365 days

Special Actions

75% disposed within 40 days

95% disposed within 80 days

Steering Committee on Arizona Case Processing Standards

Meeting Date:	Type of Action Required:	Subject: Presiding Judges and Court Administrators June 2016 Meeting
October 19, 2016	<input type="checkbox"/> Formal Action Request	
	<input checked="" type="checkbox"/> Information Only	
	<input type="checkbox"/> Other	

FROM: AOC, Court Services

PRESENTER: Marcus Reinkensmeyer

DISCUSSION & TIME ESTIMATE: 1:45pm – approx./ 20 minutes

RECOMMENDED MOTION (IF ANY): None

Time Standards and Caseflow Management: Notes from Presiding Judges and Court Administrator Meeting



Briefing for Time Standards Committee
October 19, 2016

June 21, 2016 Meeting of Presiding Judges and Court Administrators

- ▶ Review of statewide time standards reports, Phases 1 and 2
- ▶ Guided Discussion
 - Obstacles to effective case management
 - Successful measures
 - Steps to improve case management



What are the biggest obstacles in achieving timely case resolution?

- ❖ Criminal Felonies
- ❖ Juvenile
- ❖ Civil
- ❖ Family
- ❖ Data Quality
- ❖ Others

Criminal Felonies

- ▶ Sustaining caseload management can be difficult. Need champion in leadership. Need critical buy-in from criminal justice partners
- ▶ Rural – less court days (one law and motion day a week)
- ▶ Turnover of bench, attorneys, clerk's staff

Criminal Felonies (cont.)

- ▶ Felony standard set way above how performance was reflected
- ▶ Have to get pleas to dispose within 90 days – can't force prosecutors to put a plea on the table
- ▶ Trials continued due to calendar conflicts with public defenders and prosecutors
 - Can't change public defenders
 - Could change prosecutors

Juvenile

- ▶ Lack of attorneys
 - Issues with court calendars and attorneys, even with adding judicial officers from civil bench
 - May require up to 5 dates to find a next court date
- ▶ Same attorneys handling dependency and delinquency
- ▶ Calendaring conflicts
- ▶ Great proportion of mental health issues in juvenile cases
- ▶ Service providers for services from out of county/out of state

Juvenile (cont.)

- ▶ Juvenile-Severance
 - Setting very high standards compared to current performance
 - Number of severance matters has increased substantially

Civil

- ▶ “Recalcitrant” attorneys don’t comply with rules for joint reports and scheduling orders
- ▶ Notice of placement on dismissal calendar is first time for joint report, but calendar deadlines very far into the future – initial expert report may not be presented for 6 months.
- ▶ Decisions from Court Of Appeals – difficult to enforce timeframes due to idea that firm continuance policy may prejudice the attorney.

Family

- ▶ High proportion of pro-per cases
- ▶ Pro-pers don’t fill out paperwork properly (have to re-do)
- ▶ More self-help services would allow to progress more quickly.

Data Quality

- Numbers in AJACS reports do not reflect known information – quality control in clerk's office
- Data entry, not consistently used to inform clerk of timeframe suspension for excluded time

Other obstacles

- Standards do not take factors into account that are beyond the courts' control
- Need for "buy-in"
 - Judge's need more input into timeframes that are excluded
 - Example competency in criminal cases (Rule 11). Excluded time begins when there is a finding of competence. Can take several months to make a determination on competence.

What measures have proven successful in your courts?



Successful Measures

- ▶ Awareness of standards
- ▶ Looking at data and caseload systems periodically (continued attention)
- ▶ Involvement of stakeholders and continued conversations between them
- ▶ Early resolution court
 - Involvement with stakeholders
 - Change in culture
 - Active management of case management conference

Successful Measures (cont.)

- ▶ Ongoing training – staff, judge, attorneys
 - Take opportunity with new people
- ▶ Set internal review on DR cases for 4 months and a day to review for inactive dismissal (working with court and clerk's office)
- ▶ Dependency – at onset of case, informal meeting with case participants with court administrators – periodic reviews uncovers issue earlier so that they can be addressed
 - 1 hour at onset can save days to resolution

What steps can the judicial branch take to further focus and improve upon case management?



Next Steps

- ▶ Caseflow management training and meetings
 - New Judge Orientation
 - Leadership Conference
 - Judicial Conference
- ▶ Increased attention
- ▶ Each case type needs its own attention for training purposes:
 - Buy in from bench, reiterated
 - Need to understand concept of case flow management
 - Integral role of caseflow management in access to justice
 - Need buy in and input from bar

Next Steps (cont.)

- ▶ Suggestions for improving data entry
 - Regional training
 - Videos available on AJIN regarding data
 - Attention to detail
 - Common understanding of how data is entered and how it looks in results
 - Need partnership (monthly review together)
 - Address delays in data entry

Next Steps (cont.)

- ▶ Data review by team
 - Complexity of AJACS can be an issue
 - Efforts to continue to simplify where possible
 - Differences between wanting nuanced data coming out of the system and simplicity for data entry
 - All changes to system require adjustment by clerk's office
 - Discussion between clerk's office and judge about which data codes mean

Questions and Comments

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Marretta Mathes
Court Specialist, Caseflow Management Unit
Court Services Division
mmathes@courts.az.gov
602-452-3966

IN THE SUPREME COURT OF THE STATE OF ARIZONA

In the Matter of:)	
)	
ADOPTION OF THE PHASE 5)	Administrative Order
CASE PROCESSING STANDARD)	No. 2016 - <u>50</u>
)	(Affecting Administrative
)	Order Nos. 2015-60, 2014-108, 2013-
)	95, and 2012-80)
)	

On October 17, 2012, the Steering Committee on Arizona Case Processing Standards (the Committee) was established by Administrative Order No. 2012-80. As required by the Administrative Order, the Committee reviewed the national model time standards, statutory requirements, court rules, and business processes of Arizona courts and recommended provisional case processing standards for all case types in the municipal, justice, and superior courts. Through Administrative Order No. 2013-95, the Supreme Court adopted the provisional standards. The Court also charged the Committee with addressing implementation issues, including the development of case processing time standard reports.

Administrative Order Nos. 2014-81, 2014-108, 2015-66, and 2015-99 adopted final case processing standards for Phases 1, 2, 3, and 4 of the time standards project.

For Phase 5, the Steering Committee recommended final case processing standards for small claims cases in justice courts.

Additionally, the Steering Committee recommended revising the juvenile delinquency time standards originally established by Administrative Order No. 2014-108 by eliminating the “in detention” standard and excluding entirely from the calculation cases with the following events: warrants, diversion, or mental competency proceedings.

The Arizona Judicial Council recommended approval of the Phase 5 small claims standard and the foregoing modifications to the existing juvenile delinquency time standards from Phase 1 on June 20, 2016.

These case processing time standards apply to aggregate categories of cases for a court and are separate and distinct from statutory time limits that are required by statute, rule, or case law for processing a specific case.

Therefore, pursuant to Article VI, Section 3, of the Arizona Constitution,

IT IS ORDERED that the case processing time standards in Appendix A are adopted as final and effective August 1, 2016.

IT IS FURTHER ORDERED that:

1. The Presiding Judge and the Clerk of Court of each county shall review the case processing time standard reports and institute measures to enhance the quality and timeliness of data entered into the case management systems.
2. The Administrative Director shall be responsible for maintaining the Arizona Case Processing Time Summary Chart detailing the specifications for calculation of time to disposition and excluded time for each case type.
3. The Committee shall continue to submit periodic reports, address implementation issues as described in the Committee's Interim Report, and recommend final case processing standards for additional case types to the Arizona Supreme Court for its approval and adoption.
4. The final case processing time standard reports, but not drafts, shall be open to the public.

Dated this 29th day of June, 2016.

SCOTT BALES
Chief Justice

APPENDIX A

CASE PROCESSING STANDARDS

<u>CASE TYPE</u>	<u>ARIZONA STANDARD</u>
Phase 5	
Small Claims	75% within 100 days 75% within 150 days 98% within 180 days
Revision to Phase 1	
Juvenile Delinquency (both in and out of detention)	75% within 60 days 90% within 90 days 98% within 135 days

See Arizona Case Processing Time Summary Chart for further specifications.



Supreme Court of Arizona
Administrative Office of the Courts
Court Services Division
1501 West Washington, Suite 410
Phoenix, AZ. 85007

MEMORANDUM

To: Presiding Superior Court Judges
Clerks of Court
Superior Court Administrators
Limited Jurisdiction Presiding Judges
Limited Jurisdiction Court Administrators
Limited Jurisdiction Chief Clerks



Cc: Court Services, AOC Directors

From: Marcus W. Reinkensmeyer, Director, Court Services Division

Date: July 26, 2016

Re: Arizona Case Processing Time Standards Memo #16:
Phase 5 Standards for one case type and Phase 1 Standard revision for one case type

This memorandum is one in a series addressing phased implementation of new or revised time standards.

Phase 1: [Administrative Order 2016-50](#) issued by Chief Justice Scott Bales also adopts revised case processing standards for the following case type, effective August 1, 2016:

- Juvenile Delinquency and Status Offense cases in the juvenile courts

Phase 5: Chief Justice Scott Bales has issued [Administrative Order 2016-50](#), adopting final case processing standards for the following case type, effective August 1, 2016:

- Small Claims cases in the justice courts

The specifications for calculation of time and standards for each case type can be found in the [Arizona Case Processing Time Standards Summary Chart](#).

Given concerns about data quality, it is important that the courts are given ample time to develop and fully test the case management time standard reports. To allow time for work with the new or revised reports, the first submission date for the summary time to disposition (e.g., case aging) reports for the revised Phase 1 Juvenile Delinquency and Status Offense case type and Phase 5

Small Claims case type will be April 2017, for the reporting period of January 1- March 31, 2016. Thereafter, both will be due on a fiscal year basis each year by July 31st.

If you have any questions or concerns, please contact Amy Wood at 602.452.3337 or awood@courts.az.gov.

Reference Time Standards Memos:

[Memo #1: General and Limited Jurisdiction Courts](#)

[Amendment to Memo #1 – Reporting period](#)

[Memo #2: Juvenile Courts](#)

[Memo #3: Standards for 3 new case types](#)

[Memo #4: DUI Standards for Limited Jurisdiction Courts](#)

[Memo #5: Civil Traffic Standards for Limited Jurisdiction Courts](#)

[Memo #6: Phase 2 – Training Schedule for AZTEC Time Standard Reports](#)

[Memo #7: Phase 1 – Submission of Time Standard Reports to the AOC](#)

[Memo #8: Phase 1 – Submission of Juvenile Time Standard Reports to the AOC](#)

[Amendment to Memo #7 and Memo #8](#)

[Memo #9: Phase 3 – Standards for 5 case types](#)

[Memo #10: Phase 4 – Standards for six case types](#)

[Memo #11: Phase 2 Reporting](#)

[Memo #12: Training Opportunities for Time Standards Reports](#)

[Memo #13: LJ AJACS Training](#)

[Memo #14: Additional Training Opportunity for Time Standards Reports](#)

[Memo #15: Reporting Reminder for Phases One, Two and Three](#)

Thank you for your continuing support with this important case management initiative.

Marcus W. Reinkensmeyer
Director, Court Services Division
1501 W. Washington
Phoenix, AZ 85007
602.452.3334
602.452.3480 (fax)



IN THE SUPREME COURT OF THE STATE OF ARIZONA

In the Matter of:)	
)	
ADOPTION OF ARIZONA CASE)	Administrative Order
PROCESSING TIME STANDARDS)	No. 2015 - <u>99</u>
)	(Affecting Administrative
)	Order Nos. 2015-60, 2014-
)	108, 2013-95, and 2012-80)
)	

On October 17, 2012, the Steering Committee on Arizona Case Processing Standards (the Committee) was established by Administrative Order No. 2012-80. As required by the Administrative Order, the Committee reviewed the national model time standards, statutory requirements, court rules, and business processes of Arizona courts and recommended provisional case processing standards for all case types in the municipal, justice, and superior courts. Through Administrative Order No. 2013-95, the Supreme Court adopted the provisional standards. The Court also charged the Committee with addressing implementation issues, including the development of case processing time standard reports.

Administrative Order Nos. 2014-81, 2014-108, and 2015-60 adopted final case processing standards for Phases 1, 2, and 3 of the time standards project.

For Phase 4, the Committee recommended final case processing standards for criminal post-conviction relief cases and family law temporary order cases in the superior court. Standards were also recommended for eviction actions and civil local ordinances in the justice and municipal courts.

Additionally, the Committee recommended removing one time standard tier for civil traffic cases originally established by Administrative Order No. 2014-108, and to add two time standard tiers for misdemeanor cases originally established by Administrative Order No. 2015-60. The Arizona Judicial Council recommended approval of the Phase 4 standards and the foregoing modifications to the existing standards adjustments on October 22, 2015.

Previously approved Misdemeanor time standards from Phase 3 will remain in effect as per Administrative Order No. 2015-60. Misdemeanor statistical reports will include Phase 3 standards and Phase 4 standards. To allow for updated and comprehensive reporting of misdemeanor cases, these reports will be due according to Phase 4 reporting dates and timelines.

These case processing time standards apply to aggregate categories of cases for a court and are separate and distinct from statutory time limits that are required by statute, rule, or case law for processing a specific case.

Therefore, pursuant to Article VI, Section 3, of the Arizona Constitution,

IT IS ORDERED that the case processing time standards in Appendix A are adopted as final and effective July 1, 2016.

IT IS FURTHER ORDERED that:

1. The Presiding Judge and the Clerk of Court of each county shall review the case processing time standards reports and institute measures to enhance the quality and timeliness of data entered into the case management systems.
2. The Administrative Director shall be responsible for maintaining the Arizona Case Processing Time Summary Chart detailing the specifications for calculation of time to disposition and excluded time for each case type.
3. The Committee shall continue to submit periodic reports, address implementation issues as described in the Committee's Interim Report, and recommend final case processing standards for additional case types to the Arizona Supreme Court for its approval and adoption.
4. The final case processing time standard reports, but not drafts, shall be open to the public.

Dated this 25th day of November, 2015.

SCOTT BALES
Chief Justice

APPENDIX A

CASE PROCESSING STANDARDS

CASE TYPE	ARIZONA STANDARD
Phase 4	
Criminal Post-Conviction Relief	94% within 180 days
Family Law Temporary Orders	90% within 60 days 98% within 120 days
Eviction Actions	98% within 10 days
Civil Local Ordinance	75% within 60 days 90% within 90 days 98% within 180 days
Misdemeanor	75% within 60 days (moved from Phase 3) 90% within 90 days 98% within 180 days
Revision to Phases 2	
Civil Traffic	80% within 60 days 98% within 90 days

See Arizona Case Processing Time Summary Chart for further specifications.

IN THE SUPREME COURT OF THE STATE OF ARIZONA

In the Matter of:)	
)	
AMENDING THE ADOPTION OF THE)	Administrative Order
PHASE 5 CASE PROCESSING)	No. 2016 - <u>79</u>
STANDARDS)	(Amending Administrative
)	Order No. 2016-50)
)	
)	
)	

On June 29, 2016, this Court signed Administrative Order No. 2016-50 adopting the case processing standards for Small Claims cases and a revision to the case processing standards for Juvenile Delinquency cases as specified in Appendix “A” of said Order. However, it has been brought to the Court’s attention that an error was included in that Appendix. Specifically, the Appendix stated that tier two of the Small Claims case processing standard requires that 75% of cases be dispositioned within 150 days. The correct standard should be 90% within 150 days. All other tiers remain unchanged.

Therefore, pursuant to Article VI, Section 3, of the Arizona Constitution,

IT IS ORDERED adopting the amended case processing standards as set forth in Appendix “A” effective beginning August 1, 2016.

Dated this 17th day of August, 2016.

SCOTT BALES
Chief Justice

APPENDIX A
CASE PROCESSING STANDARDS

<u>CASE TYPE</u>	<u>ARIZONA STANDARD</u>
Phase 5	
Small Claims	75% within 100 days 90% within 150 days 98% within 180 days
Revision to Phase 1	
Juvenile Delinquency (both in and out of detention)	75% within 60 days 90% within 90 days 98% within 135 days

See Arizona Case Processing Time Summary Chart for further specifications.